

August 29, 2023

Dear Customers:

On August 17, 2023, Reedsburg Utility Commission (RUC) noticed unusual activity on our internal network and subsequently disabled, contained and secured our electric and water billing system. We are currently working with industry-leading external experts to learn more about the scope of the potentially affected data. **This incident did not affect the security and operation of our LightSpeed internet, telephone, or TV services; or the associated data.**

At this time, our environment is secured and our investigation is still ongoing. Through our preliminary investigation, we have not found that any customer sensitive information was accessed. Should we learn additional relevant information, we will provide a prompt update.

This incident has delayed the August billing of our electric and water utility services. Billing will resume once the investigation is completed. Customers will be billed for the electricity and water used during this delay, which will be reflected on their September bills.